

NOTICE

U.S. DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION

N 8900.136

National Policy

Effective Date:
10/26/10

Cancellation Date:
10/26/11

SUBJ: Flight Standards Fiscal Year 2011 Regional Goals

1. Purpose. This notice establishes the Federal Aviation Administration (FAA) Flight Standards Service (AFS) fiscal year (FY) 2011 regional goals. These goals will ensure that each employee understands how his or her performance plan goals map onto the broader goals in the FAA's Flight Plan.

2. Audience. The primary audience for this notice is AFS Regional Offices. The secondary audience includes Flight Standards District Offices (FSDO), certificate management offices (CMO) and International Field Offices (IFO).

3. Where You Can Find This Notice. You can find this notice on the MyFAA employee Web site at https://employees.faa.gov/tools_resources/orders_notices/. Inspectors can access this notice through the Flight Standards Information Management System (FSIMS) at <http://fsims.avs.faa.gov>. Operators may find this information on the FAA Web site at <http://fsims.faa.gov>.

4. Cancellation. This notice cancels N 8900.112, Flight Standards Fiscal Year 2010 Common Regional Goals, dated March 4, 2010.

5. Action. Field division managers/offices should monitor national and regional dashboards for applicable metrics that are not meeting goals, determine the root causes, and take corrective action to bring metrics within the goal limits. The goals in this document are listed on the AFS Dashboard as mechanisms for managing performance. Managers are expected to know the reason for goals turning red or yellow, what is currently being done about it, and when it is expected to turn green (or meet the measure).

a. Revised Dashboard Metrics. The revised dashboard metrics are divided into two major categories:

- Category 1 metrics are regional safety goals, which are contained in this notice, are to be completed on an annual basis (AFS Regional Goals).
- Category 2 metrics are those items that are tracked dynamically on a regular basis (the legacy dashboard goals).

b. Accomplishing Regional Goals. Each regional division manager will ensure that the following regional goals are accomplished in accordance with the target requirements with the results documented in the Quality Management System (QMS) Analysis of Data Report, section 2.1.1.

6. AFS Regional Safety Goals.

a. Goal 1. Each regional division manager will ensure that Title 14 of the Code of Federal Regulations (14 CFR) part 121 Certificate Management Teams (CMT) complete all Air Transportation Oversight System (ATOS) Design Assessments (DA) on a 5-year frequency, unless a risk-based rationale for not doing so is documented in the ATOS database. Principal inspectors (PI) will consider the possible increased risk associated with incomplete and/or non-resourced assessments as they perform continuous risk assessment and surveillance scheduling. If DAs are scheduled beyond a 5-year cycle, the PI will document the appropriate rationale in the Comprehensive Assessment Plan (CAP). If the assessment is not resourced, the Front Line Manager (FLM) will document the appropriate rationale in ATOS Module 3, Resource Management.

b. Goal 2. Each regional division manager will ensure that part 121 CMTs assign resources to ATOS Performance Assessments (PA) in accordance with the priorities in the CAP unless an appropriate rationale for not doing so is documented in the ATOS database. FLMs will document the appropriate rationale in Module 3.

c. Goal 3. Each regional division manager will ensure that part 121 CMTs complete the Assessment Determination and Implementation (ADI) tool for all assigned ATOS DAs and PAs within 30 calendar-days following the end of the quarter in which the DAs or PAs are due.

d. Goal 4. Each regional division manager will ensure FSDOs with 14 CFR part 135 certificate management responsibilities identify at least two operators of the highest risk and perform a team inspection, completing one inspection semi-annually for a total of two annually. These inspections will be documented in the Program Tracking and Reporting Subsystem (PTRS) using activity code 1611, 3613, or 5613 and “OPRISK” in the “National Use” field.

e. Goal 5. Each regional division manager will ensure FSDOs with 14 CFR part 145 certificate management responsibilities identify at least two repair stations (domestic only) of the highest risk and perform an in-depth inspection utilizing a team concept when appropriate, completing one inspection semiannually, for a total of two annually. These inspections will be documented in the PTRS using activity code 3614 or 5614 and “145AGENCY” in the “National Use” field.

f. Goal 6. Each regional division manager will ensure that all inspectors conducting flight deck en route inspections on part 121, 125, or 135 certificate holders verify that flightcrews have current surface movement charts (airport diagrams), Notices to Airmen (NOTAM), airport hotspot locations, construction areas, and runway/taxi closures. Only unsatisfactory observations or concerns will be documented in the ATOS data repository using “RWIP” in the Local, Regional, or “National Use” field or in the PTRS using activity code 1624, 3629, or 5629 and “RWIP” in the “National Use” field.

g. Goal 7. Each regional division manager will obtain his or her respective FY 10 pilot deviation (PD) data from the air traffic quality assurance (ATQA) system and other data sources (such as the Safety Performance Analysis System (SPAS)) and perform trend analysis to identify PD root causes and take action to reduce them. The results of the analysis will be documented in the PTRS and updated on a quarterly basis by using activity code 1953, 3953, 5953 and “RIPD” in the “National Use” field. The regional division manager is expected to coordinate with the Regional Runway Safety Office and his or her regional FAA Safety Team (FAASTeam) members to reduce the number of PDs (air and surface) in support of the FAA Flight Plan Goals.

h. Goal 8. Each regional division manager will ensure that all part 121 certificate-holding district offices (CHDO)/CMOs develop a process for conducting trending and analysis of all voluntary program data (i.e., Voluntary Disclosure Reporting Program (VDRP), Aviation Safety Action Program (ASAP), flight operations quality assurance (FOQA), Safety Management System (SMS)) for use in the development of the CAP. This process will be completed by the end of the second quarter. Completion of the process will be documented in the PTRS using activity code 1953, 3953, or 5953 and “VOLPGM” in the “National Use” field.

7. AFS Regional Organizational Excellence Goals.

a. Goal 9. Each regional division manager will ensure that 95 percent of the 14 CFR part 183 designees, as defined in the QMS process (AFS-001-013, AFS General Aviation (GA) Designee Management Program) attend the FSDO annual meeting that addresses the requirements listed in FAA Order 8900.1, volume 13, chapter 5, section 2, subparagraph 13-440C. The designee annual meeting attendance will be documented using a PTRS record for each individual designee who attends using activity code 1939, 3939, or 5939 and “DESMTG” in the “National Use” field.

b. Goal 10. Each regional division manager will ensure that all offices with assigned part 183 designees for both air operators and air agencies, as defined in the QMS processes (AFS-001-013 and AFS-001-031, Air Transportation Designated Examiner Management Process), conduct at least one internal assessment per designee type. The appropriate job aid for the assessment can be found at:
https://intranet.faa.gov/faaemployees/org/linebusiness/avs/offices/afs/programs/fsep/job_aids. The designee internal assessment activities will be documented in the PTRS using activity code 1045, 3045, or 5045 and “DESASMT” in the “National Use” field.

c. Goal 11. In order to reduce the applicant’s wait time in the Certification Service Oversight Process (CSOP), each regional division manager will review the entire CSOP list on a monthly basis and validate those applicants who have been on the list for a period of 180 days or more. The monthly validation of the entire list will be documented in the PTRS using activity code 1045, 3045, or 5045 and “CSOP” in the “National Use” field.

d. Goal 12. Each regional division manager will ensure implementation of ATOS policy on each part 121 certificate by performing, on a semi-annual basis, an evaluation of the office’s ability to implement ATOS policy by using the ATOS job aid. The appropriate job aid for the assessment can be found at:
https://intranet.faa.gov/faaemployees/org/linebusiness/avs/offices/afs/programs/fsep/job_aids.

Each part 121 CMO/CHDO will document the results of the audit semi-annually in the PTRS using activity code 1953, 3953, or 5953 and “ATOS” in the “National Use” field.

8. Special Emphasis Items.

a. SMSs. Each regional division manager will ensure employees are familiar with SMS initiatives.

b. NextGen. Each regional division manager will ensure employees are familiar with NextGen initiatives.

c. AFS Regional Dashboard. Each division will ensure that the current goals in the AFS Regional Dashboard are met in accordance with the regional goals in this notice. The goals have been refined and updated to meet the current expectations of the division managers. The AFS Regional Dashboard goals determine the internal performance down to the office level.

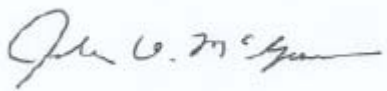
9. References.

- This plan captures the higher level FAA/Aviation Safety (AVS) goals and adds goals important to the senior regional management team:
http://www.faa.gov/about/plans_reports/media/flight_plan_2009-2013.pdf.
- FAA Flight Plan Performance Report:
http://www.faa.gov/about/plans_reports/Performance.
- AVS Business Plan:
http://www.faa.gov/about/plans_reports/media/AVS%20Business%20Plan%20with%20Cover.pdf.
- AVS/AFS Dashboard: <http://avsmtdashboard.av.faa.gov/Pages/default.aspx>.
- AFS Business Plan:
https://intranet.faa.gov/faaemployees/org/linebusiness/avs/offices/afs/perf_plans.
- AFS Regional Dashboard:
<https://avssharepoint.faa.gov/afs/Teams/Dashboard/Shared%20Documents/Forms/AllItems.aspx>.

10. Reporting. Field division managers should be prepared to discuss the accomplishment of the regional goals contained in this notice as well as other performance requirements during their initial, midterm, and summary performance discussions with the AFS Deputy Director, AFS-2F.

11. Disposition. We will permanently incorporate the information in this notice in FSIMS before this notice expires. Direct questions concerning this notice to the Analysis and Information Staff, AFS-20, at (202) 302-1476.

for



John M. Allen
Director, Flight Standards Service